



Fifth Third Direct Support Guide for Government Agencies

Ver. 3 April, 2010

Table of Contents

Page 3. Contacts, Glossary, Training

Page 4. Daily Procedures

Page 6. General Chargeback and Draft Retrieval Procedures

Page 7. Fifth Third Direct: Image Reports

Page 11. Fifth Third Direct: Daily Totals Search

Page 15. Fifth Third Direct: Account Review Search

Page 20. Partial Account Number Lookup

Contacts:

General Questions – US Government Agency Support 1-866-914-0558
Fifth Third Direct Questions – 1-866-914-0558
Terminal Downloads and Troubleshooting - 1-866-914-0558

Chargeback Questions – Barbara Hervey 513-358-4437
Chargeback Fax Number – 513-358-3450

Escalations can be made to your Account Manager- Kimberly Hubbard 513-358-0492

Glossary:

Chain - The chain number is a six digit identifier starting with 0. This chain code will allow Fifth Third to identify your agency.

Division – The division number identifies where the funding will go. Each division under a chain will mean 1 CASHlink entry.

Merchant number – Identifies the location within the agency.

Training for Fifth Third Direct web based Express version :

Please remember Fifth Third Direct training is still available every Tuesday from 2:00 - 3:00 pm eastern.

Web Conference: <https://www.livemeeting.com/cc/fifththird/join>

Web Conference Meeting ID: MZGRW3

Web Conference Entry Code: f/Nx~9xTp

Telephone Conference: 1-877-534-8500

Telephone Conference Passcode: 2079884

First Time Users:

To save time before the meeting, [check your system](#) to make sure it is ready to use Microsoft Office Live Meeting. Go to <http://go.microsoft.com/fwlink/?LinkId=90703>.

5/3 Direct Procedures and Reports

Reports:

MD-082- Rejected Transaction Report
MD-410- Chargeback, Adjustments and Rejects that will hit your account that day
MD-413- Chargeback Prenotification
MD-414- Draft Retrievals Notification
MD-900- Chargeback Prenotification
MD-901- Bankcard Advice of Chargeback (CB)
MD-479- CA\$Hlink II Reconciliation Summary - daily voucher summary
MD-493 – CA\$Hlink II Reconciliation Summary – daily voucher summary including voucher number
MM-303- Monthly Statement
MM-418 Monthly Intra-governmental Fee Summary
MM-428 Monthly Intra-governmental Transaction Summary
BIMERFIN – Services Invoice
BIMERFEE – Monthly Detail Fee Summary

1. Log on to 5/3 Direct
2. You will see an alert on right side of screen informing you of how many reports you have waiting to be downloaded. Click the alert stating how many reports are outstanding or follow the procedures
3. This should take you to a list of reports waiting to be downloaded. You may download all of the reports or you may choose to only download particular reports. To only choose certain reports click Select All at the bottom, the page should turn blue, click on the top check mark, all the check marks should disappear, then click Select None. Or you just unclick the reports you do not want to download.
4. Now click on the reports that you want downloaded. Only reports with check marks in the boxes will be downloaded. If you would like to print a report, put a check mark in the print box next to it.
5. At the bottom of the page, click download. You should get a box in the center of the screen showing that the reports are being downloaded.
6. When finished downloading, return to the screen entitled Report Viewer. It will be divided into two separate screens. The left will have a list of reports that are ready to be viewed. Single click on the report you want. It should appear in the right half of the screen. To maximize viewing, click on the Full Screen icon on the toolbar.
7. If you would like to see a report that is not in your Receive Reports section (maybe from a past date), click on the Restore Reports icon on the toolbar of Report Viewer or go to Restore Reports on the main screen and select the dates that you want. Then follow the above instructions for downloading.

ALL AGENCIES SHOULD REVIEW THEIR MD-479 or MD-493 REPORT DAILY TO ENSURE CORRECT FUNDING.

Below is an example of the MD-479

----- CHAIN=012345 DIV=001 -----												
MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_CRADJ	EFT_DBADJ	CREDIT	DEBIT
4445000212122	27947.47	0.00	0.00	0.00	0.00	0.00	15634.30	0.00	0.00	0.00	43581.77	0.00
4445000454545	709.80	0.00	0.00	0.00	0.00	0.00	395.24	0.00	0.00	0.00	1105.04	0.00
4445000787878	8911.95	0.00	0.00	0.00	0.00	0.00	18802.45	0.00	0.00	0.00	27714.40	0.00
4445000898988	2440.70	0.00	0.00	0.00	0.00	0.00	1819.80	0.00	0.00	0.00	4260.50	0.00
	40009.92	0.00	0.00	0.00	0.00	0.00	36651.79	0.00	0.00	0.00	76661.71	0.00
----- CHAIN=012345 DIV=002 -----												
MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_CRADJ	EFT_DBADJ	CREDIT	DEBIT
4445000985632	26792.28	0.00	0.00	0.00	0.00	0.00	32926.36	0.00	0.00	0.00	59718.64	0.00
4445000369852	67132.95	0.00	0.00	0.00	0.00	0.00	39181.35	0.00	0.00	0.00	106314.30	0.00
	93925.23	0.00	0.00	0.00	0.00	0.00	72107.71	0.00	0.00	0.00	166032.94	0.00

Below is the key to column headers in the MD-479 report.

Existing Fields defined:

- 1 – MERCH = Fifth Third merchant number.
- 2 – EMD_CR = Credit card credit amount, sales.
- 3 – EMD_DB = Credit card debit amount, returns.
- 4 – CB_CR = Credit card chargeback credit amount.
- 5 – CB_DB = Credit card chargeback debit amount.
- 6 – ADJ_CR = Credit Card Misc adjustment credit amount.
- 7 – ADJ_DB = Credit Card Misc adjustment debit amount.
- 8 – EFT_CR = PIN Debit credit amount.
- 9 – EFT_DB = PIN Debit debit amount.
- 10 – CRADJ = PIN Debit Chargeback/Adjustment credit amount.
- 11 – CBADJ = PIN Debit Chargeback/Adjustment debit amount.
- 12 – Total Credit amount (credit cards and debit cards).
- 13 – Total Debit amount (credit cards and debit cards).

Chargeback and Retrieval Procedures

Chargeback Reports

MD-410: Chargebacks/Adjustments – details debits/credits to your account for the day

MD-413: Chargeback Notification – multiple items per page view

MD-414: Visa/MasterCard Retrievals – multiple items per page view

MD-900: Chargeback Notification – 1 item per page view

MD-901: BankCard Advice of Chargeback or Chargeback Reversal – shows what will be debited/credited from your account on a future date.

1. Log on to 5/3 Direct
2. This should take you to a list of reports waiting to be downloaded - you want to download the reports listed above (if needed) - click Select All at the bottom, the page should turn blue, click on the top check mark, all the check marks should disappear, then click Select None. Or just unclick the reports you do not wish to download.
3. Now click on the reports that you want downloaded. Only reports with check marks in the boxes will be downloaded. If you would like to print a report, put a check mark in the print box next to it.
4. At the bottom of the page, click download. You should get a box in the center of the screen showing that the reports are being downloaded.
5. When finished downloading, return to the screen entitled Report Viewer. It will be divided into two separate screens. The left will have a list of reports that are ready to be viewed. Single click on the report you want. It should appear in the right half of the screen. To maximize viewing, click on the Full Screen button on the tool bar.
6. If you would like to see a report that is not in your Receive Reports section (maybe from a past date), go to Restore Reports on the main screen or click on the Restore Reports button on the tool bar. Select the dates that you want and follow the above instructions for downloading.
7. **On a daily basis, you should download the MD-413/MD-900 and MD-414/MD-907 and provide the documents to Fifth Third Bank Processing Solutions necessary to fulfill the retrievals and chargebacks.**
8. The MD-410 and MD-901 should be used to research all chargebacks to determine if you have a reversal right. Provide the documents suggested on the 901 to generate a Reversal.
9. Review all Issuer correspondence online in 5/3 Direct as you will not receive a hard copy.

There is an alternate way to view your chargeback information:

On the Merchant tab, go to Chargeback Management and then click on Draft Retrievals. This will take you to a box that will allow you to do a number of searches. You can choose to look at Draft Retrievals or Prenotes or both. You can search within specific dates or choose to see outstanding items only. This is an excellent way to monitor your progress. Or you can search for a particular account number. Click search. This section contains the same information as the Reports but it is organized in a different way. Some people prefer to view their information in this manner instead of working paper report images.

To view the status of a particular chargeback:

On the Merchant tab, go to Chargeback Management and then click on Chargeback Data. This will take you to a box that will allow you to do a number of searches. Most likely you will have the account number and amount to search on, but you can do any type of search depending on the information that you have. Choose the applicable button, and it will highlight the fields that need to be completed. Click search.

If you do not currently have the ability to scan, all documentation should be submitted to our Chargeback Department via fax:

Fax to: 513-358-3450

Reports

There are three main utilities for the Report Viewer: Receive Reports, View Reports, and Find Reports. Reports on the remote server are available for 60 days after their creation date. Reports older than 60 days are automatically removed from the report server.

Restore Reports	Allows the user to search through their remote reports to locate those that match the user-specified criteria.
Receive Reports	Used to download remote reports to the user's local PC where they can be viewed. If you click on Receive Reports without doing a Find Reports first, the Receive Reports screen will list all new reports that you have not previously downloaded.
View Reports	Used to view the contents of a local report.

The **Restore**, **Receive**, and **View** Report functions are accessed on the *Reports & Statements* tab under the User-Defined Report heading.

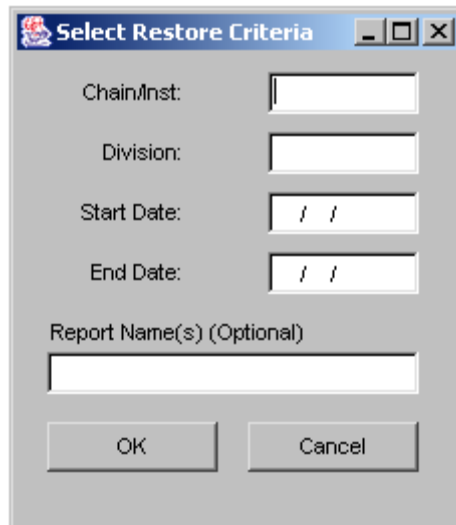


Restore Reports

The Restore Reports function is used to search through all remote reports for those that match the user-specified criteria. If you have a large number of custom reports, the Restore Reports function helps to quickly locate those specific reports you want to download.

When a user clicks on the Find Reports function under the User-Defined Reports heading on the *Reports & Statements* tab, the following Select Filter Criteria screen appears.

Enter the desired search criteria.

A screenshot of a Windows-style dialog box titled "Select Restore Criteria". The dialog box has a standard title bar with a minimize button, a maximize button, and a close button. Inside the dialog, there are four input fields: "Chain/Inst:" with a single-line text box, "Division:" with a single-line text box, "Start Date:" with a date picker showing slashes, and "End Date:" with a date picker showing slashes. Below these is a label "Report Name(s) (Optional)" followed by a multi-line text box. At the bottom of the dialog are two buttons: "OK" and "Cancel".

The **Start Date** and **End Date** are used to identify the date range of the search. Only reports created within the specified range will be returned.

The names of your remote reports are listed in the **Report Names** box.

To select a report, click on one or more of the report names to highlight. To select multiple reports, hold the Ctrl key down on the keyboard to highlight two or more report names. If you click on a report and then decide you do not want it highlighted, click on it a second time and it will un-highlight (deselect).

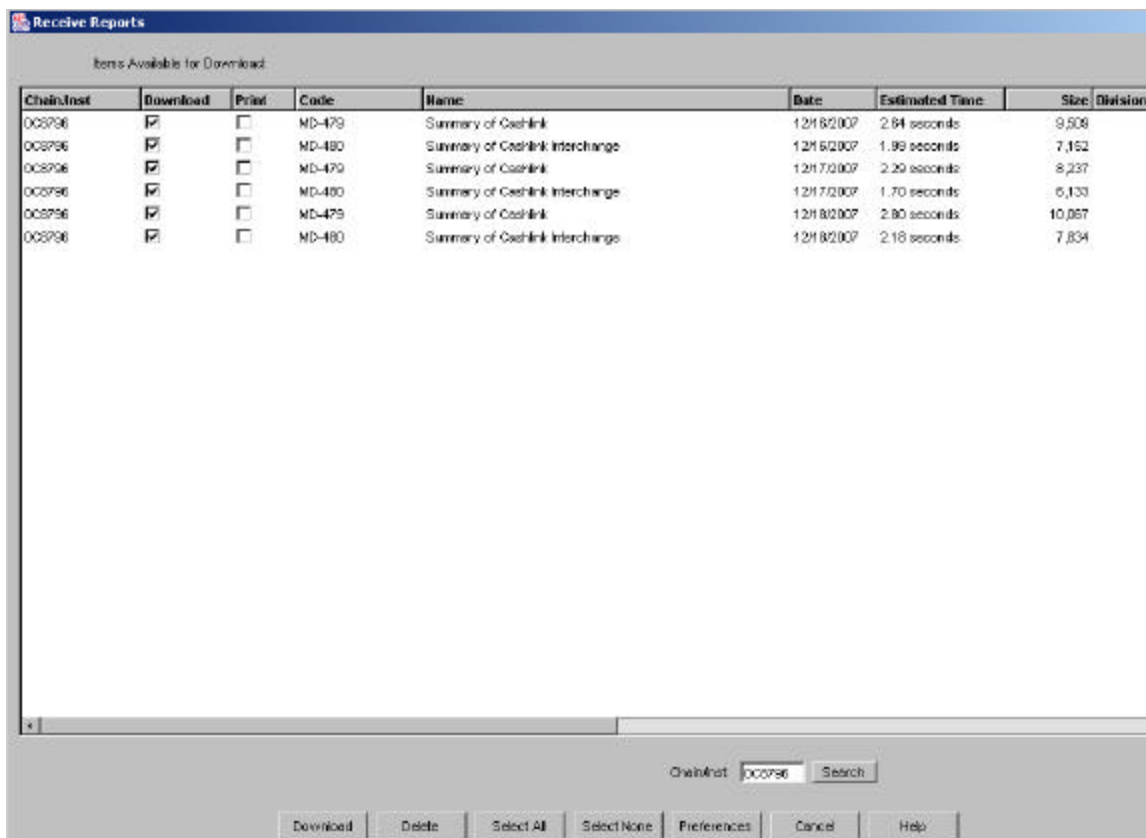
Click the Search button to find those remote reports matching your search criteria.
The Receive Reports screen will appear listing the matching reports.

Click the Cancel button to return to the *Reports & Statements* tab.

Receive Reports

The Receive Reports function is used to download remote reports to your local PC or network drive.

When a user clicks on the Receive Reports function under the User-Defined Reports heading on the *Reports & Statements* tab, the following Receive Custom Report screen appears.



Downloading Remote Reports

By default, all reports listed on the Receive Reports screen are selected for download. The user has the option to deselect those remote reports that you do not want to download.

Clicking the Download button will download the remote report(s) to your local PC or network drive. The report(s) will still be stored on the remote report server for up to 60 days in case the user accidentally deletes or overwrites a local report. Use the Find Reports function to locate previously read/downloaded reports.

Deleting Remote Reports

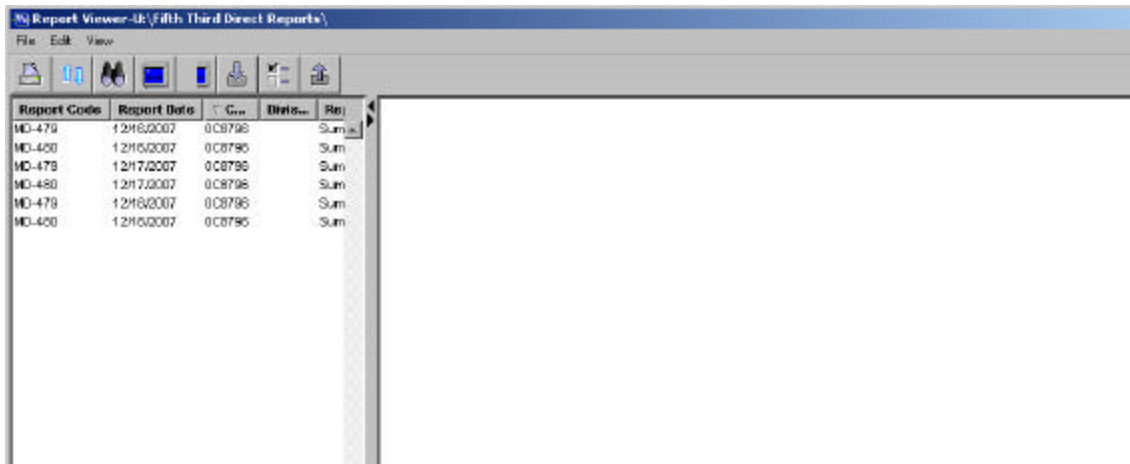
Remote reports are stored on the remote report server. You may delete reports from the remote report server if you no longer need them. First, highlight the reports you want to delete by clicking on any report. Multiple reports may be highlighted by holding down the Ctrl key and clicking on each of them. The Select All button at the bottom of the screen will highlight all reports. The Select None button will remove highlighting from all reports.

Once the desired set of reports have been highlighted, click the Delete button to remove them from the remote report server.

View Reports

The View Reports function is used to view local reports on your PC or network drive as well as delete local reports that you no longer want.

When a user clicks on the View Reports function under the User-Defined Reports heading on the *Reports & Statements* tab, the following screen appears.



The screenshot shows a window titled "Report Viewer-DE (Path: Third Direct Reports)". It has a menu bar with "File", "Edit", and "View". Below the menu bar is a toolbar with icons for file operations and report actions. The main area contains a table with the following data:

Report Code	Report Date	T. Gr	Units	Re
MD-479	12/16/2007	0.08796		Sum
MD-480	12/16/2007	0.08796		Sum
MD-479	12/17/2007	0.08796		Sum
MD-480	12/17/2007	0.08796		Sum
MD-479	12/16/2007	0.08796		Sum
MD-480	12/16/2007	0.08796		Sum

Viewing Local Reports

To view a local report, highlight the desired report by clicking on it. Then click the View button. The custom report will display in the appropriate application.

Deleting Local Reports

Local reports are stored on your local PC or network drive. You may manually delete local reports if you no longer need them. First, highlight the reports you want to delete by clicking on any report. Multiple reports may be highlighted by holding down the Ctrl key and clicking on each of them. Once the desired set of reports have been highlighted, click the Delete button to remove them.

You may also delete custom reports automatically. On the Admin tab, click the Set Preferences option. The Preferences screen will display. Click the Reports tab at the top to view and select Deletion Preferences options.

Daily Totals

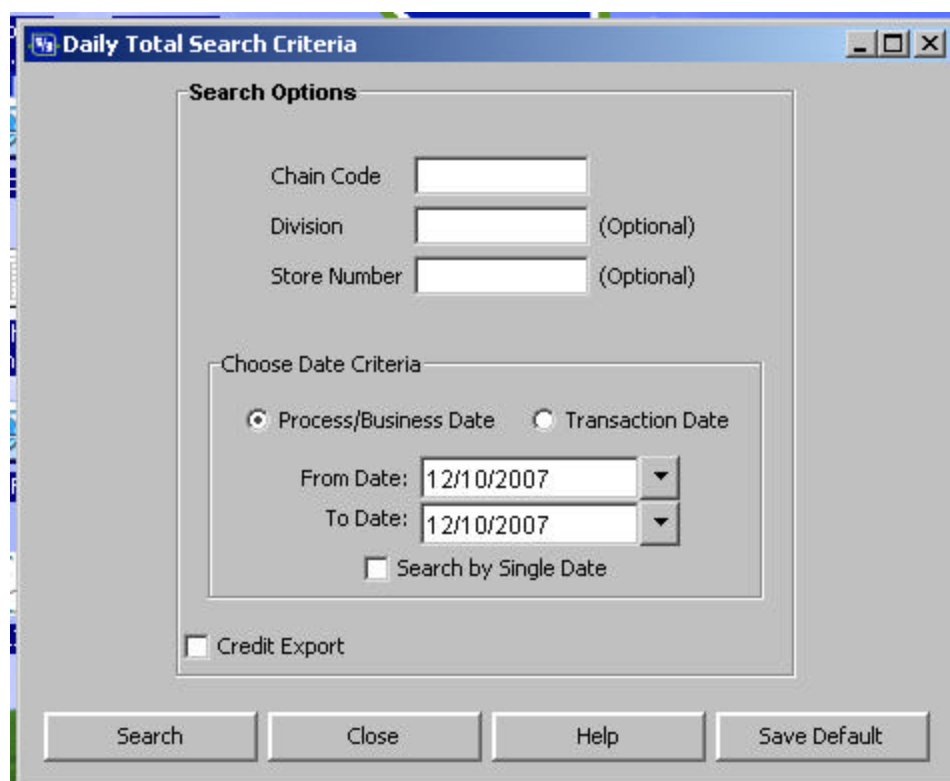
To review settlement totals and/or transaction detail for a specific batch of transactions within the last 7 years, the Daily Totals feature may be used. To utilize this feature, the user must research the Chain Code and the Date of the batch in question.

Daily Total Step-by-Step Procedures

To use the Daily Totals function, the user will select the "Merchant" tab and the corresponding "Daily Totals " button at the **Main Menu**.

The Daily Total Search Criteria Screen

The first screen that the user will encounter, the **Daily Total Search Criteria** screen, appears below.



The **Daily Total Search Criteria** screen will allow the user to research settlement totals and/or transaction detail for a specific batch of transactions via the following:

- **Chain Code**--the user may research either all chain codes (the MPS-assigned, five-digit merchant chain number) for which he or she has access or may research each chain code separately
- **Division**--the user may narrow the search by specifying a division code (the merchant division from which the batch occurred). For those user's set-up with Division security, the "Division" field will appear as a drop-down box.
- **Store Number** (optional)--the user may narrow the search by specifying the store number (the merchant store number from which the batch occurred)

- **Process/Business Date** – will match the CASHlink date
- **Transaction Date** – will match the point of sale transaction date

Note: The "credit export" button gives the user the ability to "Export All transactions to a comma delimited data file" for a span of days. The user should specify a "Start Date," and an "End Date" (defaulted to the previous day). It is recommended to limit your search to a few days at a time to for fastest results.

The Daily Total Review Screen

The **Daily Total Review** screen will be generated, as below, and the user will note that all information fitting the criteria suggested in the **Daily Total Search Criteria** screen is listed. This screen will detail the store number, merchant number, terminal ID, and batch numbers, as well as the deposit amount, transaction count, and rejected amount for the selected batches.

Note: The first record will now be selected by default, as shown below

The screenshot shows the 'Daily Total Review' window. At the top, there are input fields for Merchant (ALL CHAINS - Elder Beerman), Division (ALL), Store Number (000015), and Process/Business Date (01/29/2002). Below these is a table with the following columns: Store Number, Merchant Number, Division, Batch, Deposit Amount, Auth Amount, Sales, Returns, and Corr. The table contains 20 rows of data. At the bottom, there are summary statistics: Number of Credit Batches (15), Total Credit Deposit Amount (4,871.94), Premier Issue Store Summary Count (51), and Total Premier Issue Amount (59,648.58). There are also buttons for 'New Search', 'Batch Detail', and 'Close'.

Store Number	Merchant Number	Division	Batch	Deposit Amount	Auth Amount	Sales	Returns	Corr
000090	4568541256845584	0110		0	15.84	0	0	
000110	5468954215678542	0001		0	85.45	0	0	
000110	5468954215678542	0001		0	12.22	0	0	
000110	5468954215678542	0001		0	85.45	0	0	
000110	5468954215678542	0001		0	99.44	0	0	
000110	5468954215678542	0001		0	155.45	0	0	
000110	5468954215678542	0001		0	1248.44	0	0	
000110	5468954215678542	0001		0	5985.44	0	0	
000110	5468954215678542	0001		0	115.48	0	0	
000110	5468954215678542	0001		0	123.11	0	0	
000110	5468954215678542	0001		0	111.05	0	0	
000110	5468954215678542	0001		0	885.64	0	0	
000110	5468954215678542	0001		0	8873.71	0	0	
000110	5468954215678542	0001		0	15.70	0	0	
000110	5468954215678542	0001		0	1288.56	0	0	
000110	5468954215678542	0001		0	233.44	0	0	
000110	5468954215678542	0001		0	548.44	0	0	
000331	0000000090335802	0025	00001	153.84	0	808466744	808464947	
000301	0000000090335802	0025	00002	1258.84	0	808466744	808464947	

Number of Credit Batches: 15 Total Credit Deposit Amount: 4,871.94
Premier Issue Store Summary Count: 51 Total Premier Issue Amount: 59,648.58

New Search Batch Detail Close

The fields and descriptions within the **Daily Total Review** screen are the following:

- **Store Number**-- merchant store number
- **Merchant Number**-- merchant bankcard account number (unique client identifier for a specific store location)
- **Division**--merchant division indicator (000-999)

- **Batch**-- batch number (merchant assigned)
- **Deposit Amount**--net deposit amount (sales less returns)
- **Auth Amount**--authorization amount
- **Sales**--gross sales (purchases / debits)
- **Completed Transactions**--the Fifth Third-assigned, five-digit merchant chain number at which the batch transaction was performed
- **Chain Code**--the Fifth Third-assigned, five-digit merchant chain number at which the batch transaction was performed
- **Process/Business Date**--matches the CASHlink voucher date
- **Tran Date**--transaction date (calendar date of transactions)
- **Card Type**--type of processing activity (credit, debit, etc)
- **Interchange Fee**--net interchange fees assessed to FMS
- **Surcharge Amount**--additional processing charges assessed by Visa and MasterCard for transactions that do not meet the qualification requirements of the base interchange program established at the merchant level
- **Discount Amount**--zeros

The bottom portion of the Daily Total Review screen allows the user to view a specific batch detail record. To utilize this option, the user will either highlight a specific record, and at the lower portion of the screen, he or she will press the "Batch Detail" button or will double click the record. In this scenario, the user highlights the record associated with batch number "331" and presses "Batch Detail" to reach the **Batch Detail Review** screen.

000110	5468954215678542	0001			233.44	0	0
000110	5468954215678542	0001			548.44	0	0
000331	0000000090335802	0025	00001	153.84	0	808466744	808464947
000301	0000000090335802	0025	00002	1258.84	0	808466744	808464947

Number of Credit Batches:	<input type="text" value="5"/>	Total Credit Deposit Amount:	<input type="text" value="1,623.98"/>
Premier Issue Store Summary Count:	<input type="text" value="17"/>	Total Premier Issue Amount:	<input type="text" value="19,882.86"/>

The Batch Detail Review Screen

The **Batch Detail Review** screen will show the record number, transaction date, card account number, transaction type, and transaction amount for each transaction listed within the specified batch. Additionally, the screen will detail the authorization number, register number, draft location, and entry mode for all transactions.

Note: All key-entered transactions will appear in Red. Additionally, the first record in a grid will now be selected by default, as shown below.

Batch Detail Review

File Edit View Help

Merchant: 000206 -

Store: 000331 Process/Business Date: 12/18/2000 Batch: 00001

All Types Amex Diners Discover MasterCard Visa

Account Number	Tran Date	Tran Type	Tran Amount	Auth Number	Entry Mode	Register
46548761544654...	04/12/2001 15:22	Sale	12.55	112233	90 - Complete Mag ...	0003
55646815764861...	04/12/2001 11:49	Sale	165.50	112233	90 - Complete Mag ...	0003
54440001507897...	04/12/2001 01:35	Sale	804.10	112233	90 - Complete Mag ...	0003
39879180187948...	04/12/2001 12:42	Sale	13.57	112233	90 - Complete Mag ...	0003
46804879801589...	04/12/2001 13:08	Sale	2.99	112233	90 - Complete Mag ...	0003
65489048940154...	04/12/2001 18:26	Sale	84.46	112233	02 - Mag Stripe Read	0003
56480489415687...	04/12/2001 18:07	Sale	68.10	112233	90 - Complete Mag ...	0003
45980490465404...	04/12/2001 13:44	Sale	10.55	112233	02 - Mag Stripe Read	0003
54980498790135...	04/12/2001 17:13	Sale	13.43	112233	90 - Complete Mag ...	0003
38980798405684...	04/12/2001 16:41	Sale	53.09	112233	Not Specified	0003
64894089018948...	04/12/2001 19:52	Sale	48.47	112233	90 - Complete Mag ...	0003
38049709841890...	04/12/2001 15:55	Sale	46.80	112233	90 - Complete Mag ...	0003
56540894051654...	04/12/2001 14:00	Sale	248.43	112233	Not Specified	0003
45907890486789...	04/12/2001 11:35	Sale	185.31	112233	90 - Complete Mag ...	0003
54089046848904...	04/12/2001 17:41	Sale	12.33	112233	90 - Complete Mag ...	0003
43849374834644...	04/12/2001 13:08	Sale	125.94	112233	90 - Complete Mag ...	0003
43989374384657...	04/12/2001 13:08	Sale	11.01	112233	90 - Complete Mag ...	0003

Number of Transactions: 22 Total Amount: 2,695.63

Account Review Order Facsimile Close

The fields and descriptions within the **Batch Detail Review** screen are the following:

- **Account Number**--cardholder account number (card number)
- **Tran Date**--Transaction Date (calendar date of transaction)
- **Tran Type**--transaction type (sale, return, etc.)
- **Tran Amount**--transaction amount
- **Auth Number**--authorization number / approval code
- **Entry Mode**--POS transaction entry mode (swipe/mag stripe, key entered, etc.)
- **Register Number**--POS register number (provided by merchant)
- **Process Date**--system defined processing date (not always transaction date)
- **Merchant Number**--merchant bankcard account number (unique client identifier for a specific store location)
- **Card Type**--type of bankcard (Visa, MasterCard, etc.)
- **Auth Currency Code**--currency code provided in authorization message
- **Category Code**--merchant SIC / MCC code
- **Terminal Sequence Number**--transaction sequence number (merchant assigned - should not repeat within terminal transaction batch)
- **Sales Person**--clerk / sales representative ID (merchant assigned)
- **Terminal ID**--terminal identifier / number
- **Merchant Ref Num**--Agency tracking ID provided by Pay.gov (merchant assigned)
- **Mail/Phone Ind**--Mail / Phone order identifier
- **Terminal Capability**--merchant POS terminal capability indicator (mag stripe capable, key entry only, etc.)

Account Review

To access the last 7 years of transaction detail information for a specific cardholder account number, the Account Review Function may be used. To view transaction detail for a cardholder, the card number and Fifth Third-assigned merchant chain code must be researched. The user's search may be narrowed significantly if he or she should specify a starting search date (either processing date or transaction date), returned sales only criteria, a division number, and/or a store number.

Account Review Step-by-Step Procedures

To use the Account Review function, the user will select, via his or her mouse, the "Merchant" tab and the corresponding "Account Review" button at the **Main Menu**.

The Account Search Criteria Screen

The first screen that the user will encounter, the **Account Search Criteria** screen, appears below.

Account Search Criteria

Chain Code: ALL

Division: ALL

Account Number: 541000012343120

Store Number: 000015 (Optional)

Date Criteria (Optional)

☐ Process Date: To:

☐ Tran Date: To:

☒ No Date

Search Type

☐ Auth ☐ Settlement ☒ Both

Credit Settlement Options

☒ Show All Transaction Types

☐ Show Returns Only

☐ Show Purchases Only

Auth Options

☒ Show All Transaction Types

☐ Show Approvals Only

☐ Show Denials Only

Search Close Help Save Default

The **Account Search Criteria** screen will allow the user to research a cardholder account via the following:

- **Chain Code**--the user may research either all chain codes (the Fifth Third-assigned, five-digit merchant chain number) for which he or she has access or may research each chain code separately. *Note: Should the user only have access to one chain code, "All" will not appear within*

the drop-down list. If a particular chain code does not appear, although the user believes that it should, he or she should contact Client Services at 1-866-914-0558.

- **Division**--the user may narrow the search by specifying a division code (the merchant division at which a transaction was performed). For those user's set-up with Division security, the "Division" field will appear as a drop-down box.
- **Account Number**--the user must specify a cardholder account number
- **Store Number** (optional)--the user may narrow the search by specifying the store number (the merchant store number at which a transaction was performed)
- **Date Criteria** (optional)--the user may narrow the search by specifying a Process Date range and/or Tran Date range
- **Search Type**--the user may search by Authorized Transactions, Settled Transactions or both
- **Credit Settlement Options**--additionally, the user may indicate to the system that all transactions, return transactions only, or purchases only should be viewed
- **Auth Options**--additionally, the user may indicate to the system that all authorizations, approved authorizations only, or denied authorizations only should be viewed

In the above example, the user has indicated to view all chains and all divisions; has entered an account number, and a store number; has not specified a date; has indicated that both authorized and settled transaction types should be shown; and has indicated that all transaction types should be shown. Because the user has no questions and because the user wishes to continue, the "Search" button is pressed.

The Account Review Screen

The **Account Review** screen will be generated, as below, and the user will note that all transactions are shown. This screen will detail the date and time transactions occurred; will show the merchant division, register number, and store number at which transactions occurred; will verify the type and amount of transactions; will show authorization numbers for most transactions (not valid for returns); and will indicate whether or not a facsimile draft is available for the transactions.

*Note: As the user will note from the picture below, all key-entered transactions now appear in **Red**. Additionally, the first row is automatically selected by default.*

Account Review

File Auth Table Functions Settlement Table Functions View Help

Merchant: Account Num:

Division: Store: From Date: To Date:

Auth Data

Tran Date	Tran Type	Auth Amount	Merchant Number	Store	Division	Chain	Card Type
03/23/2001 11:30:23	GA - Activation	100.00	5648574215635845	000110	0001	000206	Premier Issu
03/23/2001 11:31:55	GP - Purchase	38.88	5648574215635845	000110	0001	000203	Premier Issu
03/23/2001 11:31:54	GP - Purchase	22.12	5648574215635845	000110	0001	000206	Premier Issu
03/23/2001 11:35:34	GP - Purchase	92.22	5648574215635845	000110	0001	000206	Premier Issu
03/23/2001 11:41:54	GP - Purchase	33.22	5648574215635845	000110	0001	000206	Premier Issu
03/23/2001 11:55:48	GP - Purchase	373.22	5648574215635845	000110	0001	000206	Premier Issu
03/23/2001 11:29:03	GP - Purchase	494.22	5648574215635845	000110	0001	000209	Premier Issu
03/23/2001 11:41:23	GP - Purchase	104.55	5648574215635845	000110	0001	000204	Premier Issu

Credit Settlement Data

Tran Date	Tran Type	Tran Amount	Auth Number	Auth Amount	Entry Mode	Register
04/12/2001 15:22	Sale	12.55	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 11:49	Sale	165.50	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 01:35	Sale	804.10	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 12:42	Sale	13.57	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 13:08	Sale	2.99	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 18:26	Sale	84.46	112233	16.00	02 - Mag Stripe Read	0003
04/12/2001 18:07	Sale	68.10	112233	16.00	90 - Complete Mag ...	0003
04/12/2001 12:44	Sale	10.55	112233	16.00	02 - Mag Stripe Read	0003

Number of Settlement Transactions: Total Settlement Amount:

Number of Auth Transactions:

The fields and descriptions within the **Account Review** screen are the following:

- **Merchant**--name of the merchant at which the transaction occurred
- **Account Number**--cardholder account number specified by the user within the Account Search Criteria screen
- **Division**--merchant division specified by the user within the Account Search Criteria screen
- **Store**--merchant store number specified by the user within the Account Search Criteria screen
- **From Date**--start date specified by the user within the Account Search Criteria screen
- **To Date**--end date specified by the user within the Account Search Criteria screen

AUTH DATA

- **Tran Date**--calendar date of transaction
- **Tran Type**--type of transaction; sale, return, etc.
- **Auth Amount**--authorization amount
- **Merchant Number**--merchant bankcard account number (unique client identifier for a specific store location)
- **Store Number**--merchant store number
- **Div Code**--merchant division indicator (000-999)
- **Chain Code**--merchant chain (unique client identifier for the merchant relationship)
- **Card Type**--type of bankcard (visa, mastercard, etc.)
- **Expiration Date**--card expiration date
- **Response Code**--authorization response code (approved, declined, etc.)
- **Auth Code**--authorization number/approval code

- **Auth Source**--authorization source
- **Auth Currency Code**--currency code provided in authorization message
- **Old Auth Amount**--original authorization amount (partial reversals, etc.)
- **MCC Code**--merchant SIC / MCC code
- **Origin Type**--authorization request origin
- **Call Type**--authorization call type (950, 800, etc.)
- **Terminal Capability**--merchant POS terminal capability indicator (mag. stripe capable, key entry only, etc.)
- **Card Act Term**--cardholder activated terminal indicator
- **Entry Mode**--POS entry mode (swipe/mag. stripe, key entered, etc.)
- **Mail/Phone Ind**--mail/phone order identifier
- **Cardholder ID**--cardholder ID method (signature, mail/phone, etc.)
- **AVS**--address verification service request response (n/a if not submitted in authorization request)
- **CVV2 Presence Ind**--card verification value 2 / card verification code 2 request indicator
- **CVV2 Ind**--card verification value 2 / card verification code 2 request response
- **Stand-in Ind**--stand-in authorization processing indicator
- **Stand-in Level**--stand-in authorization level indicator (9=none)
- **Void Ind**--transaction void indicator
- **POS Cond Code**--POS condition code; describes the transaction environment
- **Business Date**--transaction business date
- **Remaining Balance**--remaining card balance (gift card)
- **Banknet Ref Number**--Banknet reference number (MasterCard transaction field--assigned by MasterCard)
- **Banknet Date**--MasterCard transaction field--assigned by MasterCard
- **Tran ID**--transaction identifier (Visa transaction field--assigned by Visa)
- **Validation Code**--transaction validation code (Visa transaction field--assigned by Visa)
- **ACI**--authorization characteristics indicator
- **Auth Response Code**--authorization response code (approve, decline, etc.)
- **Retrieval Ref Number**--retrieval reference number (Visa only)

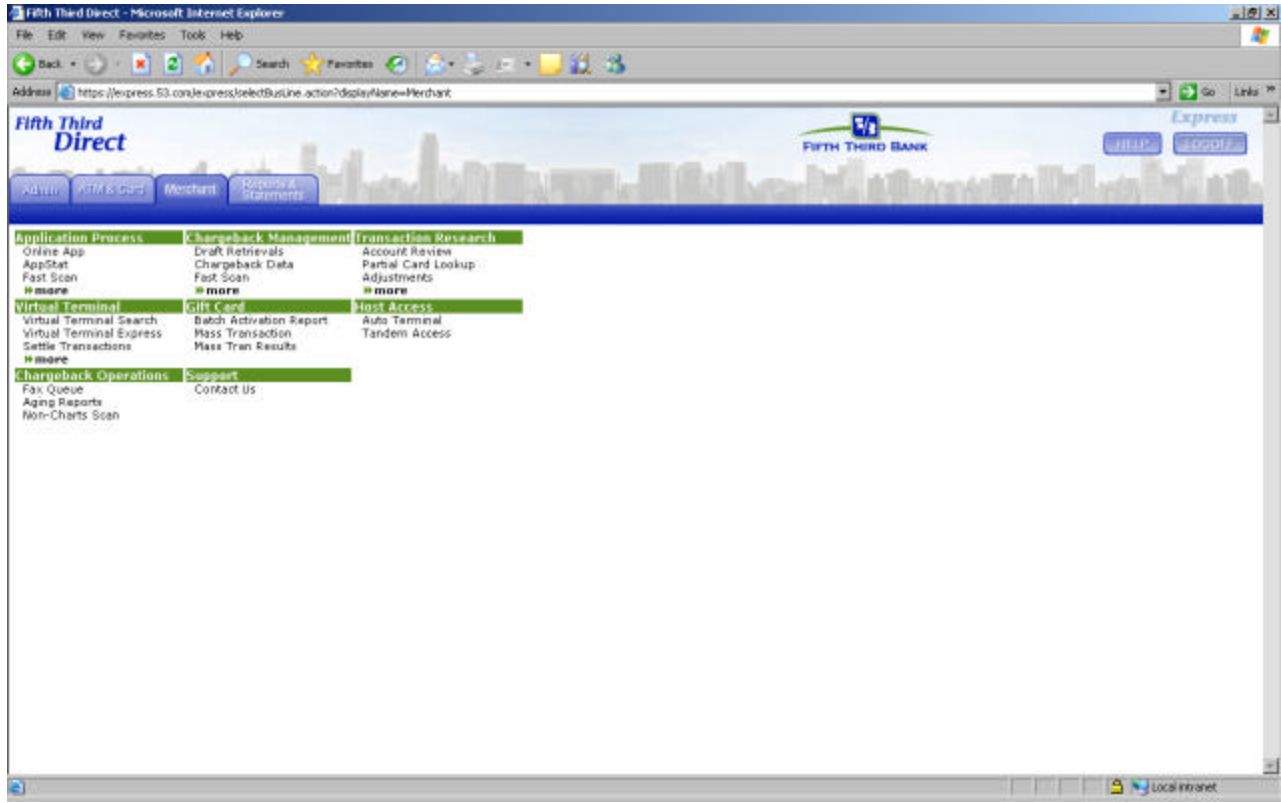
CREDIT SETTLEMENT DATA

- **Transaction Date**--calendar date of transaction
- **Transaction Type**--type of transaction; sale, return, etc.
- **Tran Amount**--transaction amount
- **Auth Number**--authorization number/approval code
- **Auth Amount**--authorization amount
- **Entry Mode**--POS entry mode (swipe/mag. stripe, key entered, etc.)
- **Register Number**--POS register number (provided by merchant)
- **FACS Available**--facsimile draft information availability detail, summary, none)
- **Process Date**--system defined processing date (not always transaction date)
- **Merchant Number**--merchant account number (unique client identifier for a specific store location)
- **Card Type**--type of bankcard (Visa, MasterCard, etc.)
- **Division**--merchant division indicator (000-999)
- **Store Number**--merchant store number
- **Chain Code**--merchant chain (unique client identifier for the merchant relationship)
- **Auth Currency Code**--currency code provided in authorization message
- **Category Code**--merchant SIC / MCC code
- **Terminal Seq Number**--transaction sequence number (merchant assigned--should not repeat within terminal transaction batch)
- **Sales Person**--clerk / sales representative ID (merchant assigned)
- **Terminal ID**--terminal identifier / number

- **Merchant Ref Number**—will contain **AGENCY TRACKING NUMBER** from Pay.gov (merchant assigned)
- **Mail/Phone Ind**--mail / phone order identifier
- **Terminal Capability**--merchant POS terminal capability indicator (mag. stripe capable, key entry only, etc.)
- **ACI**--authorization characteristics indicator (card present, etc.)
- **Cardholder ID**--cardholder ID method (signature, mail / phone, etc)
- **Orig Interchange Ind**--original interchange indicator (name of the base interchange program assigned to merchant number)
- **Interchange Code**--name of the actual interchange category (CPS retail, Merit III, etc.) assigned to transaction based on information provided in authorization and settlement data
- **Interchange Fee**--interchange fee amount
- **Surcharge Amount**--additional processing charges assessed by Visa and MasterCard for transactions that do not meet the qualification requirements of the base interchange program established at the merchant number level.
- **Surcharge Reason**--interchange surcharge reason code (key entered, late, no authorization, etc.)
- **Days Late**--number of days late compared to processing standards associated with the Original Interchange Ind assigned to the transaction
- **Expiration Date**--card expiration date
- **Tran ID**--transaction identifier (Visa transaction field--assigned by Visa)
- **Validation Code**--transaction validation code (Visa transaction field--assigned by Visa)
- **Banknet Ref Number**--Banknet reference number (MasterCard transaction field--assigned by MasterCard)
- **Banknet Date**--MasterCard transaction field--assigned by MasterCard
- **AVS Response Code**--address verification service request response (n/a if not submitted in authorization request)
- **CVV2 Response Code**--card verification value 2 (CVV2) / card verification code 2 (CVC2) request response--"not processed" if not submitted in authorization request
- **CVV2 Value**--card verification value 2 (CVV2) / card verification code 2 (CVC2) presence indicator--"n/a" if not submitted in authorization request
- **Signature Capture Ind**--signature capture information indicator
- **Reference Number**--23 digit reference number assigned by the network for the transaction
- **Level III Indicator**--purchasing card level III information indicator
- **Signature Pen**--signature capture device type
- **Signature Encryption Method**--signature encryption method--blank if not using signature capture
- **Signature Encryption Key**--signature capture encryption key identifier
- **Signature Compression**--signature capture compression method
- **International IND**--international card indicator--blank for domestic cards
- **AgentBank**--identifies agent bank assigned to merchant number (if applicable)
- **Card Product Type**--identifies type of card (Visa Gold, MasterCard Purchasing, etc.)
- **Discount Amount**--discount fees assessed based on rates established for merchant's Visa and MasterCard processing (zero if not discount based)
- **Billing Indicator**--indicates billing method (unbundled/bundled discount)
- **Number of Settled Transactions**--number of settled transactions appearing within the screen record
- **Number of Auth Transactions**--number of authorized transactions appearing within the screen record
- **Total Settled Amount**--total settled monetary amount fitting the criteria of the complete record

Partial Account Number Search

From the Main Menu screen under Transaction Research, select “Partial Card Lookup”.



The partial card lookup feature will allow user to query for a credit card by only using the chain code, merchant ID, and last 4 digit of the account number.

Fifth Third Direct - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://express.53.com/express/merchant/reports/accountreview/partialAccountSearchOptions.action?submitButton=menu

Fifth Third Direct **FIFTH THIRD BANK** **Express** **HELP** **LOGOUT**

Transaction Research

- Account Review
- Partial Card Lookup
- Adjustments
- Daily Totals
- Reauthorization
- Merchant Summary
- Merchant History
- BIN Search
- Authorization Review

[return to main](#)

Partial Account Review Search Criteria

NOTE:
 Searches executed on data prior to June 1, 2009 require the following search parameters: Last four digits of the card number, merchant number and date range.
 Searches executed on data after June 1, 2009 require the following search parameters: Last four digits of the card number, chain number and/or merchant number and date range.

Account Number: (Required)

Search by chain, division, store

Chain:

Division: (Optional)

Store: (Optional)

Merchant Number:

☒ Process/Business Date ☐ Transaction Date

Date Range: Pre-set Date Range

From Date: (MM/DD/YYYY) ☐ Search by Single Date

To Date: (MM/DD/YYYY)

Additional card search options.

Authorization	Settlement
<input checked="" type="checkbox"/> All Card Types	<input checked="" type="checkbox"/> All Card Types
<input type="checkbox"/> Credit & Signature Debit	<input type="checkbox"/> Credit & Signature Debit
<input type="checkbox"/> PIN Debit/EBT/MC	<input type="checkbox"/> PIN Debit/EBT/MC
<input type="checkbox"/> Gift Card	<input type="checkbox"/> Gift Card
<input type="checkbox"/> POS Check/Other Times	<input type="checkbox"/> POS Check/Other Times

Run a search a by entering the last 4 digits of the account number in question. You will need to restrict your search by both merchant ID and a 5 day date range.